The background features a large green diamond shape pointing to the left, set against a dark green background. A vertical yellow bar is on the far left. The text is positioned on the right side of the green diamond.

Succeeding As an Intercultural Workplace

What's in a Name?

- Please write your name in a column. Beside each letter in your name write a word or phrase that describes you and begins with the letters of your name.
- **Example:** Mary
- **M**otivated
- **A**rtistic
- **R**ealistic
- **Y**oung at heart

Large Group Discussion

- Do you feel you know something significant about each person in the room based on their introduction?
- Would you like to know more about some whose descriptors particularly intrigued you?

Let's Talk

- Please get up and find someone you would like to interview so you can learn more about them.
- While interviewing the other person for 5 minutes take notes of the following questions...
 - How is this person similar to me?
 - How does this person differ from me?
 - Do you consider yourself culturally similar or culturally different from the person you interviewed?
- After 5 minutes, you will be asked to reverse roles.

Stereotype or Culturally Relevant Information?

- **A Stereotype** is an over-generalization of information that is taken from observing a few in a culture and believing the observation to be true about most in the culture.
 - **Example:** African-Americans have rhythm.
- **Culturally Relevant Information** is acquired by researching a culture to learn about the norms of it's' people through inquiry and observation.
 - **Example:** Most Korean men work 12-16 hours per day. Korean women are only permitted to work up to 8 hours per day.

Cultural Competence is...

- Recognizing, understanding and valuing cultural differences and diversity
- Recognizing, understanding and valuing the commonalties that underlie our differences

Culture Defined...

- Culture refers to the total system of values, beliefs, attitudes, traditions and standards of behavior that regulate life within a particular group of people and are thought necessary to their survival in the context of their environment.

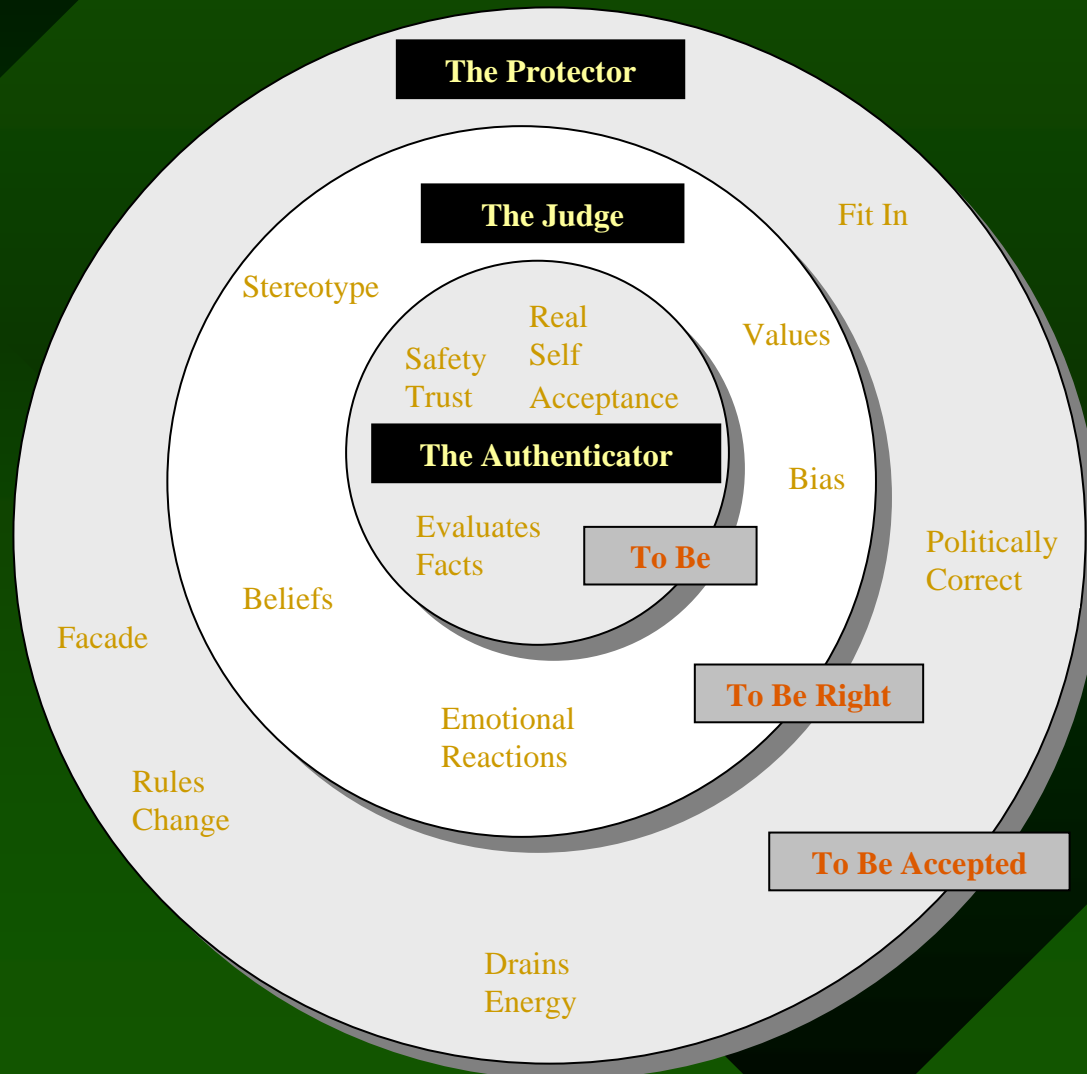
Prejudice Defined...

- Prejudice is an antipathy based on faulty and inflexible generalization. It may be felt or expressed. It may be directed toward a group or an individual of that group.

Discrimination Defined...

- Discrimination is any different or unequal treatment that is unjust.

Subconscious Behavior Guide



Small Group Activity

Please return to your small group and discuss the Subconscious Behavior Guide by answering the following questions...

- When you are angry or fearful, which of the 3 realms do you most typically react from?
- Does politically correct behavior help alleviate stereotypes and prejudices or does it simply disguise this thinking?
- What would you do or say to help another person come in contact with their Authenticator during a stressful time?

Intercultural Communication

My Perspective

- You clearly express your experience without blaming or criticizing.
- The concrete actions I observe (remembering, imagining) that contribute (or not contribute) to my reactions.
- My reactions to what I observe.
- What I need for things to be better.

The Other's Perspective

- Take the other person's perspective (empathetic) in determining how your behavior may be a problem for her or him without blame or criticism.
- Seek out the concrete actions that the other person is observing that is your contribution to the problem.
- Find out how the other person reacts to what they observe, remember, or imagine.
- Find out what the person needs for the situation to change.

Let's Try It

- A fellow employee says that you are prejudice.
- You believe that your manager does not allow you to offer your views.
- A fellow employee tells derogatory ethnic joke.
- A fellow employee overhears you say something derogatory about a colleague who is a person with a disability, and tells you how it affected her.
- You have used a derogatory gender label, and notice that the person you were talking about overheard it.

The Eye of the Storm

We are going to view an 18 minute clip from the video “The Eye of the Storm: A Class Divided” produced by Frontline. When the video ends we will have a large group discussion guided by the following questions...

- How did the children react to being subjected to discriminatory behavior?
- Do adults react to discrimination in a like manner?
- Does an exercise of this sort actually help children learn to behave in a non-discriminatory manner to others throughout their lifetime?
- Are children still subjected to discrimination today? If so, what are the sources?
- How do you feel after seeing this video?
- What will you do as a result of seeing this video?

Affirmative Action

- In 1965, President Johnson issued executive order 11246, which outlawed discrimination on the basis of race, color, religion, or national origin in federal employment and in employment by federal contractors and subcontractors. Executive Order 11246 required affirmative action by companies to make “extra efforts to locate, recruit, and train disadvantaged workers who might not otherwise be hired.”
- In 1967, Executive Order 11375 expanded Executive Order 11246 to include women.

Facts

- Women earn approximately 76 cents for every dollar men earn. Women of color fare significantly worse—black women earn 66 cents, while Hispanic women earn 55 cents for every dollar men earn.
- In 2001, the median annual earnings of white males with a four-year college degree was \$55,307, while white women with the same educational attainment earned \$40,192. Black women and Hispanic women with the same educational credentials suffered from an even larger gap. Black women with equal college credentials earned \$36,253, while Hispanic women with equal college credentials earned only \$34,060.
- After the passage of Proposition 209 in California, the number of African Americans and Latinos admitted to California's top public universities quickly plummeted in several disciplines.

- The U.S. Department of Labor's Glass Ceiling Commission report, released in March 1995, showed that while white men are only 43 percent of the Fortune 2000 workforce, they hold 95 percent of senior management jobs.
- A 2002 report from Catalyst reveals that only 5.2 percent of top-earnings officers in Fortune 500 companies are women. Women compromise 1.2% of Fortune 500 CEO's.
- Even though women-owned firms represent an estimated 28 percent of all businesses in the United States, their firms have obtained a mere 2.9% of the \$235.4 billion in federal government contracts awarded in fiscal year 2002.
- Although in 2001, women earned 57.3 percent of bachelor's degrees and 58.5 percent of all master's degrees, they still earned only 46.2 percent of doctorate degrees, and remain underrepresented in areas not traditionally studied by women.

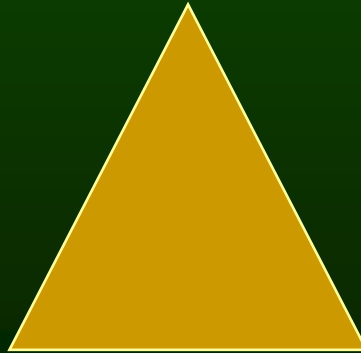
Let's Talk

- Is there still a need for Affirmative Action programs today? Why or why not?
- Is it possible to level the playing field by giving a disadvantaged group preference without effectively disadvantaging another group?
- What will it take to assure that all groups achieve equal employment opportunity and pay equity?
- Why is it important that this goal is achieved?

The Cooperation Model

The Cooperation Model

Shared Power



Shared Goals

Shared Trust

Small Group Discussion

What causes cultural collisions in your work team?

- Please return to your small group
- Discuss the question above and jot down a brief list of the issues surfaced.
- Brainstorm ways to handle these collisions by using the Cooperation Model.
- Jot down your ideas for addressing the issues in an inclusive manner.

Powerful Questions for Correcting Someone's Diversity Misconceptions

- Are you speaking from personal experience or giving us objective facts?
- I have a different take on that. May I share it?
- Is it possible that there is another cultural approach, solution, or source that is different from your view?
- That's generally true among certain groups, but I wonder if it is true for this group.
- Can you tell me more about your thinking behind that approach or conclusion?

- Are you thinking that your conclusion is helpful in understanding a person who is different from you?
- I wonder if we have all the facts or data needed to make such a judgment.
- How can I most help you understand my cultural perspective, right now?
- What led you to the decision that is true about that group of people?
- Hmm. That's very interesting. Will you educate me so that I can understand why you view differences that way?

Action Planning

- Three things I will think about differently as a result of today's workshop....
- Three things I will do differently during intercultural communications...